

## Accreditation and Certification Fee Policies

The JCI accreditation and certification survey fee is based on several factors, including the volume and type of services provided by the organization and the number of locations or care setting included in the survey. These determine the number of surveyors and survey days required to conduct the evaluation of compliance with JCI standards. Surveyor time for report preparation is included in the calculated survey days. The organization is charged for any required follow-up survey.

JCI accreditation does not negotiate survey fees; the total fees per survey are applied consistently across the world. However, based on the region where the organization is located, there is a small difference in the total dollars charged due to the difference in the number of days required for travel to the region, for example, surveys in the Asia Pacific and Middle East regions cost more than surveys in Europe or the Americas. The fees are included in the JCI accreditation client survey contract agreement.

**Initial and Triennial Accreditation or Certification Fee.** For most organizations, a three-member survey team conducting a four-day survey will be needed to efficiently conduct a comprehensive evaluation. For larger or smaller organizations, the fees will be adjusted upward or downward as appropriate. Included in the fees are:

- the *Survey Process Guide*;
- a custom survey agenda;
- all supporting information and assistance regarding the on-site survey process and interpretation of the standards;
- an internationally experienced survey team consisting of one or more of the following individuals depending on the services provided and standards to be surveyed:
  - physician;
  - nurse;
  - administrator; or
  - someone with special expertise such as laboratories, or medical transport;
- all preliminary and final reports; and
- an accreditation or certification certificate

**Follow-up Survey Fee.** A follow-up survey is an on-site survey that is limited in scope, content and length and designed to gather information on a specific issue(s) or limited number of standards or measurable elements, International Patient Safety Goals (IPSG) or Accreditation Participation Requirements (APR's). JCI accreditation may conduct a follow-up survey as a required follow-up to a full survey (Initial/Triennial) when the documented findings do not meet one or more of the decision rules. The number of surveyors/days required for a follow-up survey is indicated by the number of standards to be surveyed or the variety of survey activities. An organization is charged for a follow-up survey, including the survey fees and surveyor's expenses, regardless of the outcome. An organization can determine the cost of such a survey by contacting the JCI Accreditation office.

**Extension Survey Fee.** An Extension survey is conducted to evaluate whether an organization continues to demonstrate compliance with the appropriate accreditation/certification program



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standards following significant changes in the organization's services/programs, facilities, leadership or ownership. When any of these factors change, JCI accreditation must evaluate to the change to determine if the change is within or outside of the scope of a planned initial survey or the scope of a current accreditation award. An organization is charged for an extension survey, including the survey fees and surveyor's expenses. An organization can determine the cost of such a survey by contacting the JCI Accreditation office.

**For-Cause Survey Fee.** For-Cause survey is an on-site survey that is limited in scope, content and length and designed to gather information on a specific issue(s) related to the applicable JCI Accreditation Standards, International Patient Safety Goals (IPSG) and/or Accreditation Participation Requirements (APRs). A For-Cause survey may be conducted after the receipt of information regarding the occurrence of any situation, event or series of events in an accredited/certified organization that may create a significant unsafe situation or threat to health and safety. An organization is charged for a For-Cause survey, including the survey fees and surveyor's expenses. An organization can determine the cost of such a survey by contacting the JCI Accreditation office.

**Postponement Fee.** In rare circumstances, JCI may, at its discretion, approve a request to postpone a survey for an organization not meeting any of the criteria described in the JCI Postponement Policy. In such cases, the organization may be charged a fee to defray administrative and travel cancellation costs.

### Cancellation Fee

**Organization-Initiated Cancellation.** If the organization cancels the survey thirty (30) or fewer days prior to the first date of the survey for any reason or reasons other than those previously stated, JCI accreditation may require payment of fees to recover costs JCI accreditation will incur.

**JCI-Initiated Cancellation.** In the event that JCI accreditation cancels the survey for any reason or reasons other than those previously stated, the organization will not be charged.

**Travel Costs Related to the JCI Accreditation/Certification Survey or Follow-up Survey.** In addition to survey fees, the organization is responsible for paying all travel costs for the surveyors. This includes transportation (airfare, train, and car) and reasonable accommodations, including a set daily rate for meals and incidental expenses. This rate will not exceed the current rates set forth by the United States Department of State for international travel.

**Payment Schedule of Survey Fees.** JCI accreditation's survey fees can be billed using one of the two following options. Organizations are asked to identify their preferred option by selecting and signing for the desired option on the last page of their contract.

**Option I.** Upon acceptance of this agreement, the organization will receive an invoice for 100% of the survey fees not including survey expenses, and the surveyor airfares if available (in US dollars) at least 45 days before the start date of the survey. Payment is expected by wire transfer 21 days or more before the start date of the survey. At the conclusion of the survey, if the organization achieves accreditation or certification, the JCI accreditation or certification certificates will be sent



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immediately to the organization, along with the Official Survey Findings Report. JCI Accreditation will then bill the organization for the surveyor(s) expenses related to travel and maintenance within 30 days of the conclusion of the survey. The surveyor(s) expenses must be paid upon receipt of the invoice.

By selecting Option I, JCI Accreditation expects the organization will pay the surveyor(s) expenses on a timely basis as billed. If the organization does not pay the surveyor(s) expenses on a timely basis, JCI accreditation will recommend to the JCI Accreditation Committee that the organization accreditation or certification certificates be returned to JCI and the accreditation or certification status of the organization be removed.

OR

**Option II.** Survey fees will be paid via two separate invoices; a third invoice will be sent to the organization for the surveyor(s) expense for travel and maintenance.

- a) Upon acceptance of this agreement, the organization will receive an invoice for the first half of the accreditation or certification survey fee and all surveyor airfares if available. This invoice for the first 50% of the survey fees will be billed 45 days before the survey, with payment expected by wire transfer within 21 days before the start date of the survey. Payment of the first half of the survey fee must be received by the JCI Finance Department at least three weeks before the survey begins. If the first one-half of the survey fee is not received three weeks before the designated survey start date, JCI accreditation may reschedule the survey to another available date.
- b) At the conclusion of the survey, the second invoice for the remaining 50% of the survey fees and available surveyor travel and maintenance expenses will be billed to the organization. Additionally, any remaining surveyor(s) expenses for travel and maintenance will be billed within 30 days following the survey. All payments for fees and expenses must be paid upon receipt of the invoice. When the accreditation or certification decision is rendered and JCI accreditation has received payment for all the survey fees, the Official Survey Findings Report and accreditation or certification certificates for the organization will be mailed.

**Note.** It is important to keep payments up to date, as JCI accreditation policy requires payment for one phase of work before beginning new phases. Delay in submitting payment of the first one-half of the accreditation or certification fee may result in greater cost to the organization for the surveyor's travel expenses due to the tendency for airlines to charge a higher ticket fee when travel arrangements are made closer to the actual date of travel.

Payment in full is due upon receipt by your institution of JCI accreditation invoices. After 30 days, penalty charges may be added to the invoice.